



Bilish Chacko Varghese

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CURRICULUM VITAE

Career Objective

Work Experience



A result driven and exceptionally proven NIA Certified IT Professional with massive experience in integrated business solutions, Information Security and operational excellence, seeking a challenging career as a valuable resource in an organization of repute.

STAYBRIDGE SUITES DOHALUSAIL (PRE-OPENING),

Information Technology Manager , March 2019 – Present

- Recruit, hire, train and supervise staff, or participate in staffing decisions. Evaluate data processing proposals to assess project feasibility and requirements. Control operational budget and expenditures.
- Review and approve all systems charts and programs prior to their implementation.
- Direct daily operations of department, analysing workflow, establishing priorities, developing standards and setting deadlines.
- Assign and review the work of systems analysts, programmers, and other computer-related workers.
- Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades.
- Prepare and review operational reports or project progress reports. Develop and manage annual budgets for information technology projects. Perform risk assessments to develop response strategies.

INTERCONTINENTAL HOTELS GROUP (IHG) – CROWNE PLAZA DOHA - THE BUSINESS PARK | HOLIDAY INN DOHA - THE BUSINESS PARK (PRE-OPENING), Doha

Cluster Assistant Technology Manager , Sep 2017 – Feb 2019

- Review project plans to plan and coordinate project activity. Manage backup, security and user help systems.
- Develop and interpret organizational goals, policies, and procedures.
- Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
- Consult with users, management, vendors, and technicians to assess computing needs and system requirements.
- Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems.
- Provide users with technical support for computer problems.

INTERCONTINENTAL HOTELS GROUP (IHG) – CROWNE PLAZA DOHA - THE BUSINESS PARK, Doha

System Administrator , Jul 2014 – Aug 2017

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Diagnose, troubleshoot, resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure, monitor, and maintain email applications or virus protection software. Operate master consoles to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Design, configure, and test computer hardware, networking software and operating system software.
- Implement and provide technical support for voice services and equipment, such as private branch exchange, voice mail system, and telecom system.

INTERCONTINENTAL HOTELS GROUP (IHG) – CROWNE PLAZA
DOHA - THE BUSINESS PARK (PRE-OPENING), Doha

IT Supervisor, Apr 2012 – Jun 2014

- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Configure security settings or access permissions for groups or individuals. Identify the causes of networking problems, using diagnostic testing software and equipment.
- Install new hardware or software systems or components, ensuring integration with existing network systems.
- Troubleshoot network or connectivity problems for users or user groups. Back up network data.
- Create or update technical documentation for network installations or changes to existing installations.
- Create or revise user instructions, procedures, or manuals.
- Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.
- Provide telephone support related to networking or connectivity issues. Train users in procedures related to network applications software or related systems.

INTERCONTINENTAL HOTELS GROUP (IHG) –
INTERCONTINENTAL HOTEL DOHA, Doha

Audio Visual and IT Supervisor, March 2010 - March 2012

- Set up, adjust, and operate audio visual equipment such as cameras, film and slide projectors, and recording equipment, for meetings, events, classes, seminars and video conferences.
- Maintain hardware and software, including computers, scanners, colour copiers, and colour laser printers.
- Install audio visual equipment.
- Perform simple maintenance tasks such as cleaning monitors and lenses and changing batteries and light bulbs.
- Construct and position properties, sets, lighting equipment, and other equipment.

FUJAIRAH ROTANA HOTEL - FUJAIRAH, UAE - (PRE- OPENING),
FUJAIRAH

Audio Visual /IT Technician, Jun 2007 – Feb 2010

- Install, adjust, and operate electronic equipment to record, edit, and transmit radio and television programs, motion pictures, video conferencing
- Perform minor repairs and routine cleaning of audio and video equipment. . Design layouts of audio and video equipment, and perform upgrades and maintenance.
- Reserve audio visual equipment and facilities such as meeting rooms. Control the lights and sound of events, such as live concerts, before and after performances, and during intermissions.
- Analyse and maintain data logs for audio visual activities.
- Organize and maintain compliance, license, and warranty information related to audio and video facilities.

MOVENPICK HOTEL BUR-DUBAI- DUBAI, UAE, Dubai

Audio Visual Technician, Feb 2005 – May 2007

- Synchronize and equalize pre-recorded dialogue, music, and sound effects with visual action of motion pictures or television productions, using control consoles. Keep logs of recordings.
- Record speech, music, and other sounds on recording media, using recording equipment.
- Report equipment problems and ensure that required repairs are made.
- Mix and edit voices, music, and taped sound effects for live performances and for pre- recorded events, using sound mixing boards.



Education

ECE INDUSTRIES LTD. - MUMBAI, INDIA, Mumbai

Electronic Technician, Nov 2000 – Dec 2003

- Read blueprints, wiring diagrams, schematic drawings, or engineering instructions for assembling electronics units, applying knowledge of electronic theory and components.
- Perform preventative maintenance or calibration of equipment or systems. Adjust or replace defective or improperly functioning circuitry or electronics components, using hand tools or soldering iron.
- Write reports or record data on testing techniques, laboratory equipment, or specifications to assist engineers.
- Identify and resolve equipment malfunctions, working with manufacturers or field representatives as necessary to procure replacement parts.
- Maintain system logs or manuals to document testing or operation of equipment. Provide customer support and education, working with users to identify needs, determine sources of problems, or to provide information on product use.
- Procure parts and maintain inventory and related documentation.

N.S.S. POLYTECHNIC COLLEGE, Pandalam, Kerala, India.

Engineering Diploma in Electronics and Telecommunications

UNIVERSITY OF KERALA, Kerala, India

Pre – Degree commerce group

NIIT, Chengannur , Kerala, India

Post Graduate Diploma in Computer Applications (PGDCA.)

Cisco Certified Network Associate. (C.C.N.A)

Microsoft Certified Professional. (M.C.P)

Windows NT Administration

Certified National Information Assurance Policy Implementer (NIA)

- Oracle Hospitality Opera Property Management System Back Office Accounting System, SUN / EFPM / IBP/
- Pre-Opening Hardware and software implementation and budgeting Network design, configuration and implementations.
- Data Centre Design and implementations
- Windows Servers 2003,2008,2012 &2016 ,Domain Controller, Applications servers, Exchange Server, Veritas Backup EXE, Anti virus System,
- Firewall and Network– Juniper,Cisco ASA ,Cisco Meraki,Avaya and Alcatel etc.
- ITV System with IP Head End. (VDA, & Pro:Centric) & Casting solutions
- Opera Sales & Catering and Delphi FDC
- MICROS Symphony POS
- High Speed Internet service for all Guest rooms & Hotel Public areas, both wired and Wireless
- VingCard RFID Key Card System for guest rooms, elevators and car parking access Access control & CCTV systems
- Hotel Inventory System (FBM And FMC)

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❖ Electronic Contact : bilishchackovarghese@gmail.com

❖ Date of Birth /Age : 9th November, 1981

❖ Marital Status: Single.

❖ Nationality: Indian.

❖ Languages Known : English, Hindi, Tamil & Malayalam.

PERSONAL INFORMATION

Driving Licence

- ✓ Holding Valid Qatar Driving Licence Light Motor vehicles
- ✓ Holding Valid Indian Driving Licence for Light Motor Vehicles



Additional Skills